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| **Job Title:** | **Deputy Manager**  |
| **Reports To:** | **Home Manager, Regional Manager, Operations Manager/Directors** |

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| **Job Summary:** | To support the Home Manager to operate a compliant and effective Person-Centred care Home which provides a safe, caring and stimulating environment for residents and their visitors, whilst meeting stringent professional and statutory standards and commercial performance targets. |

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| **Role Responsibilities:** |
| * Support the Home Manager with the delivery of high-quality, person centred care ensuring residents receive care based on best practice.
* Provide on-going inspirational leadership and management to the staff team.
* Ensure that medication policies and procedures are adhered to and support with the reviewing of medication and administration.
* Support with the ordering and administration of medication
* Ensure residents are protected from harm, attend safeguarding meetings on behalf of the Home Manager where required.
* Monitor the wellbeing of each resident, being aware of any change impacting on care and care plans, ensuring that new needs are met and written records are amended to reflect any variation.
* Complete monthly audits, quality indicator report and any other report as required.
* Complete actions from the single action plan.
* Attend weekly clinical meetings, monitor clinical risk areas in the home e.g.; weights, pressure sores, slips, trips, falls, infections and undertake trending and analysis where required and support with developing clear care plans to address any areas of risk
* Ensure compliance of GDPR
* Support with the application and review of DoLs/LPS for residents
* Support the Home Manager with the recruitment of staff, and their continuous development.
* Ensure that records are completed in line with both regulation and company policy.
* Monitor the quality of care and operations to ensure residents excellent care through well trained, competent, compassionate and committed staff. Ensuring the delivery of high standards of person-centred care and hotel services throughout the Home.
* Undertake preadmission assessments for any prospective residents
* Chair, relatives, residents, resident review meetings and staff meetings and ensure actions are completed as required
* Monitor and maintain standards of care delivery for all staff through regular mentoring/coaching/supervision and appraisal.
* Lead on training and development within the home ensuring all staff have completed and maintain their training as required.
* Support with the preparation of the staff duty rota to ensure appropriate and staff staffing levels at all times.
* Support the Home Manager to ensure that the budgets within the home are adhered and maintained
* Take an active interest in your personal and professional development by, contributing to supervision and appraisal meetings, attending team meetings and training.
* Ensure any concerns or complaints that cannot be resolved immediately, are promptly escalated to the Home Manager
* Ensure compliance is adhered to for all of Avery daily, weekly, monthly reporting and recording systems.
* Liaise with the Home Manager on the marketing of the Home to existing and potential residents and relatives, health and social care professionals, developing links with other care providers to work together for the mutual benefit of those agencies and the Home.
* Provide a safe environment for residents, visitors and staff, consistent with the Health and Social Care Act 2000, Health and Safety at Work Act 1974 and Safeguarding of Vulnerable Adults.
* Support the Home Manager to embed an open culture to empower staff to raise concerns and express their views freely.
* Follow and understand your own responsibilities to infection prevention and control.
* Deal with enquiries swiftly recording all relevant information including contact details. Where possible book assessment at point of enquiry.
* Adhere to Company policies and procedure and ensure they are fully implemented to achieve Optimum Operational and Clinical performance.
* Participate in an on-call rota and weekend working as the service requires.
* Cover the Home Manager in their absence
* Attend staff, relative and resident meetings and enable staff, residents and relatives a forum to contribute effectively to the development of the home.
* Provide on-going inspirational leadership and management to the staff team.

**This is not intended as an exhaustive description of duties and responsibilities and may be amended following consultation with the jobholder.** |

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| **Person Specification:** |
| **Experience**  | **Essential/Desirable**  | **Assessment**  |
| Registered Nurse (nursing home) with active NMC number | D (E) if a Nursing home | Qualification, PIN check |
| Leadership and Management Level 5 or equivalent or willing to work towards  | E | Qualification, certificate |
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| **Knowledge/Skills & Abilities** |  |  |
| 2 years’ experience working with the client group in a management position | E | CV, application from, references, interview |
| Excellent leadership and management skills | E | References, interview process, intelligence  |
| Sound knowledge of the Care Standards Act 2000 | E | Interview, current CQC report - Safe |
| Sound knowledge of the Key Lines of Enquiry  | E | Interview, current CQC report |
| Ability to communicate effectively verbally and in writing, body language and self-awareness. | E | Interview, table top exercise (financial, complaint, risk prioritisation |
| Have a positive attitude to develop staff and enhance care of the residents | E | Interview, previous CQC report Well led  |
| Demonstrate a working knowledge of other legislation i.e. Health and Safety, MCA, Safeguarding, LPS | E | Interview, CQC report - Effective |
| Demonstrate compassion and commitment to the delivery of high-quality care to residents | E | Interview, CQC report - Caring |
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| Values – I am fully committed to being: * Caring
* Supportive
* Honest
* Respectful
* Accountable
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| Agreement: |
| **Employee Signature:** |  | **Date:** |  |
| **Manager Signature:**  |  | **Date:**  |  |